

SHIRLEY D. DEUTSCH, Bar No. 76230  
SCHWARTZ & DEUTSCH, LLP  
333 South Hope Street, 35<sup>th</sup> Floor  
Los Angeles, California 90071  
Tel: (213) 236-9400  
Fax: (213) 236-9499  
Email: deutsch@sdlp.net

Attorney for Defendant  
MACY'S WEST STORES, INC.

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA

YULIE NAREZ, as an individual  
and on behalf of all others  
similarly situated.

Case No.: 5:16-cv-00936-LHK

Plaintiffs.

v.

MACY'S WEST STORES, INC. DBA  
MACY'S, an Ohio corporation;  
and DOES 1 - 50, inclusive.

**Defendants.**

**DECLARATION OF RAGUNATHAN  
VEERARAGHAVAN IN SUPPORT OF  
DEFENDANT'S MOTION TO COMPEL  
ARBITRATION**

I, Raqunathan Veeraraghavan, hereby declare:

1. I submit this declaration in support of Defendant Macy's West Stores, Inc.'s ("Macy's") Motion to Compel Arbitration and Stay Civil Proceedings. I am over the age of eighteen years, and am competent to testify herein based upon my personal knowledge. If called as a witness, I could and would competently testify to these facts.

2. I am employed as Director of Insite, Analytics and Operations for Macy's Systems and Technology ("MST"). MST is the

1 information technology division of Macy's, Inc. MST designs IT  
2 solutions and systems for every facet of retail, including online  
3 form applications for new employees, point-of-sale applications at  
4 the stores, merchant systems, and e-commerce.  
5

6 3. One of my job duties includes overseeing the management  
7 of the online forms that all new employees are and were required to  
8 complete and/or acknowledge prior to beginning work at Macy's in  
9 each of its subsidiaries, including Macy's Corporate Services, Inc.  
10 and its unincorporated division, Macy's Logistics and Operations.  
11 The procedures and computer applications described in this  
12 declaration applied to employees hired by Macy's subsidiaries and  
13 divisions in 2013.

15 4. A candidate who has been offered a job must complete  
16 certain online forms before he can begin working for Macy's, such  
17 as the I-9 form, the W-4 form, an associate discount form, etc.  
18 One of the online forms is the Solutions InSTORE New Hire  
19 Acknowledgement. A true and correct copy of an exemplar of a  
20 Solutions InSTORE New Hire Acknowledgement is attached hereto as  
21 **Exhibit A.** Please note that this is solely an example of a  
22 Solutions InSTORE New Hire Acknowledgement. Macy's has used  
23 different versions of this form over time but a copy of the  
24 particular version viewed by the employee is saved to the Online  
25 Forms system along with the employee's electronic signature (see  
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1 Exhibit G for the version viewed by Yulie Narez).

2       5. To access the online forms, the new employee must enter  
3 his Social Security Number, date of birth, and zip code in the  
4 appropriate fields on the Online Forms Login screen and then click  
5 "submit." A true and correct copy of an exemplar of the Login  
6 screen is attached as **Exhibit B**.

7       6. After he enters the above information and clicks  
8 "submit," the employee sees the Online Forms Main Menu screen.  
9 This screen lists all of the forms that the employee is required to  
10 complete for employment. Included among those forms is the  
11 Solutions InSTORE New Hire Acknowledgement. A true and correct  
12 copy of an exemplar of the Online Forms Main Menu screen is  
13 attached hereto as **Exhibit C**.

14       7. As **Exhibit C** reflects, once the employee clicks the "Fill  
15 in Form" link next to Solutions InSTORE, the next screen that the  
16 employee will see is the Solutions InSTORE New Hire  
17 Acknowledgement.

18       8. By clicking on the "I Certify" link at the bottom of the  
19 page, the employee certifies, among other things, that he  
20 understands that he has 30 days from his date of hire to review the  
21 Solutions InSTORE information and postmark his opt-out Election  
22 Form to the Office of Solutions InSTORE if he does not wish to  
23 agree to Step 4-Arbitration. The employee also certifies that  
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1 additional information about Solutions InSTORE is available from  
2 the following sources: (1) [www.employeeconnection.net](http://www.employeeconnection.net); (2) Human  
3 Resources; and (3) the Office of Solutions InSTORE. See Exhibit A.

4  
5 9. Once the employee clicks the "I Certify" link at the  
6 bottom of the page, a dialogue box appears requesting that the  
7 employee electronically sign the Solutions InSTORE New Hire  
8 Acknowledgement. To electronically sign the form, the employee must  
9 enter his Social Security Number, month and day of birth, and zip  
10 code in the appropriate fields and then click the "Continue" link  
11 in the electronic signature dialogue box. A true and correct copy  
12 of an exemplar of the electronic signature dialogue box that  
13 appears after selecting "I certify" is attached hereto as Exhibit  
14  
15 **D.**

16  
17 10. The information entered in the fields of the electronic  
18 signature dialogue box is then compared against the user's session  
19 values (i.e., the information entered to Login) to make sure that  
20 Social Security Numbers match. If the Social Security Numbers do  
21 not match, the user is prompted to re-enter his personal  
22 information. After five invalid attempts, the account is locked  
23 and the session is terminated. If the Social Security Numbers do  
24 match, the database is then queried to ensure that the zip code  
25 also matches. If they match, the application saves these fields  
26 along with all the other form fields to a database record in an XML  
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1 format.

2       11. Once the application saves the electronic signature, a  
3 dialogue box appears stating: "Your changes have been saved  
4 successfully." This means that the employee's electronic signature  
5 data was successfully saved to the database. A true and correct  
6 copy of an exemplar of the dialogue box acknowledging that the  
7 electronic signature was saved is attached hereto as **Exhibit E**. In  
8 addition, the status of the Solutions InSTORE New Hire Online  
9 Acknowledgement on the Online Forms Menu is updated to "Complete."  
10 A true and correct copy of an exemplar reflecting the status change  
11 is attached hereto as **Exhibit F**.

12       12. Only a select few Online Form Administrators have access  
13 to the electronic signature database. Individual electronic  
14 signatures are accessed only when that information becomes relevant  
15 to handling an employee's claim.

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18       13. I accessed the electronic signature database to determine  
19 whether Yulie Narez had electronically signed the Solutions InSTORE  
20 New Hire Acknowledgement. Attached hereto as **Exhibit G** is a true  
21 and correct copy of Ms. Narez's Solutions InSTORE New Hire  
22 Acknowledgement and electronic signature. As **Exhibit G** reflects,  
23 Ms. Narez electronically signed the Solutions InSTORE New Hire  
24 Acknowledgement on November 23, 2013 at 6:54:49 p.m. The computer  
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1 server on which this information resides is located in Georgia and  
2 thus records time based on the time zone in which it is located -  
3 the Eastern Standard time zone.  
4

5       14. Ms. Narez also acknowledged, completed, and/or  
6 electronically signed the following online forms: (1) Employee  
7 Information and EEO; (2) Job Offer Checklist; (3) Associate  
8 Handbook; (4) California Wage Notice and Acknowledgement; (5) Code  
9 of Conduct; (6) Form I-9 Employment Eligibility Verification; (7)  
10 Form W-4; (8) New Health Insurance Marketplace Coverage Options and  
11 Your Health Coverage form; (9) Solutions InSTORE New Hire  
12 Acknowledgement; (10) Travel Accident Insurance; (11) United Way  
13 Pledge; (12) W-2 Online Enrollment; (13) Go Paperless; (14)  
14 Universal Associate Discount Information; (15) FTC Textile Act,  
15 Rayon from Bamboo, and Beyond; and (16) Direct Deposit  
16 Authorization. Ms. Narez acknowledged, completed, and/or  
17 electronically signed all of those online forms on November 23,  
18 2013. According to time stamps, Ms. Narez electronically signed the  
19 Solutions InSTORE New Hire Acknowledgement between the completion  
20 of her New Health Insurance Marketplace Coverage Options form and  
21 her Travel Accident Form. Attached hereto collectively as **Exhibit H**  
22 are true and accurate copies of the online forms acknowledged,  
23 completed, and/or electronically signed by Ms. Narez on November  
24 23, 2013. The forms have been redacted to remove Ms. Narez's Social  
25 Security Number, financial information, day and month of birth, and  
26 other confidential information for privacy reasons.

27       15. I am a duly authorized custodian of the attached business  
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1 records of Macy's. Macy's maintains the attached records as part  
2 of its regular business practices. All of the documents were  
3 completed and compiled in the ordinary course of business at or  
4 near the time of the acts, conditions, or events recorded by  
5 persons with knowledge. Macy's relies on the trustworthiness of  
6 these documents in the discharge of its duties and responsibilities  
7 pertaining to its employee population. The attached exhibits are  
8 true and correct copies of the documents maintained by Macy's.

10

11 I declare under penalty of perjury under the laws of the state  
12 of California and the United States of America that the foregoing  
13 is true and correct.

14 Executed this 30<sup>th</sup> day of April, 2016 at Johns Creek  
15 Georgia.

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Ragunathan Veeraraghavan

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